**Introduction**

Keeping you safe in your home is a top priority for us. This factsheet explains the importance of gas safety, what measures we take to ensure the gas appliances we are responsible for are safe and what simple precautions you can take to control any risk that gas presents within your home.

**The risk**

Faulty gas appliances can cause fire and explosion, so we need to check that everything is in good working order.

In addition, carbon monoxide can also leak from faulty appliances. You cannot see, taste or smell carbon monoxide, but it can kill without warning in a matter of hours. Early symptoms of carbon monoxide poisoning include tiredness or drowsiness, headaches and pains in the chest or stomach. You are most vulnerable when you are asleep.

By law, we therefore need to service your gas heating system and any other gas appliances that we own every year to check that they are operating efficiently and safely.

**What we will do**

As a landlord, we have a legal duty to check all gas appliances that we are responsible for every 12 months.

If you rent your property from us and you have a gas boiler, we will advise you by letter when your appliance is due to be serviced.

In order to ensure that all appliances are serviced in a timely manner, it is important that we have your cooperation to do this and you allow our contractor access on the appointed date. If this date is not convenient you must notify us in advance so that we can re-arrange your appointment. However, it is essential that the service is completed within 12 months of the previous inspection in order to ensure compliance with the law. Therefore if you do not provide access then there are further steps we, as landlord, can take to gain access to the property.

We will ensure that the contractor appointed to undertake the servicing of you gas appliance is qualified and registered on the Gas Safety Register – a list of engineers who have been assessed to work safely and legally on gas appliances.

In advance of their visit, the appointed contractor will also have agreed to abide by the terms of the Lace Housing Association Code of Conduct, which covers their obligations to you and us on matters such as health and safety and behaviour.

During their visit, the contractor will carry out checks in accordance with manufacturer guidance and current regulations. The service will last approximately 30 minutes and, at the end, the contractor will provide you with a copy of their inspection certificate.

If your appliance is found to be faulty during the inspection, our contractor will endeavour to repair it immediately. If the problem cannot be fixed straight away, the appliance will be disconnected from the gas supply and a return visit to remedy the issue will be organised for as soon as possible.

We will ensure that you are provided with a further copy of the service certificate within 28 days of the engineers’ visit.

If you are a new tenant, you will be given a copy of the latest gas service record before you move in.

In our schemes with commercial gas boilers and appliances which serve communal services we will share with you the safety certificates should you wish to see a copy.

**What you can do**

1. **If you smell gas:**

* Do not turn lights or switches on or off
* Do not light matches or cigarettes
* Turn off the gas supply at the meter – please ask us if you are unsure as to where the supply valve is
* Open windows and doors to allow any gas that may have built up to escape
* Ring the National Gas Emergency number on 0800 111 999
* Alert you neighbours and let us know of your concerns
* Seek medical advice if you feel ill or exhibit any of the following symptoms – headache, breathlessness, confusion, dizziness, nausea, stomach ache, tiredness.

1. **Test your carbon monoxide detector**

* If you are a tenant, we will have supplied you and your property with a carbon monoxide detector. It is essential that you test this on a weekly basis to ensure that it is functioning correctly. If it is not, please let us know.
* In the event your carbon monoxide triggers an alarm please follow the same steps as above.

1. **You should take the following additional precautions:**

* Never block the air vents in your home, as they provide the air needed by appliances
* Never block outside grills or flues
* Never use a gas appliance if you think it is not working properly. Signs to look out for include yellow or orange flames, soot and stains around the appliance, and pilot lights which frequently blow out
* Never attempt to reconnect an appliance that has been disconnected for safety reasons
* Never use a rotary ceiling fan in a room at the same time as a gas appliance
* Always allow us to service the gas appliances in your home
* If you have your own gas cooker, always use a Gas Safe registered engineer to install and service it on an annual basis

**For leaseholders**

As a leaseholder or shared owner, you are responsible for the maintenance of all gas appliances and flues in your property. You should have them checked for safety at least once every 12 months.

You can use your own contractor, providing they are registered with Gas Safe, or we can provide you with details of ours.

Within our mixed tenure housing schemes, we will write to all leaseholders when we are scheduling the servicing of our rented properties in the event you wish to take advantage of the engineers’ attendance. Should you choose to have your appliances serviced by our contractor, we will request that they invoice you directly.

We recommend that you purchase your own carbon monoxide detector.

**For more information**

Visit the Health and Safety Executive website at www.hse.gov.uk/gas

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